

**Annual 47 C.F.R. § 64.2009(e) CPNI Certification**

**EB Docket 06-36**

**Attachment**

**Encartele CPNI Policy**

Encartele provides secure telephone services to inmates in correctional institutions throughout the United States. Due to the nature of this business it is uncommon to release any Customer Proprietary Network Information (CPNI).

The following guidelines detail Encartele's policy on the release of CPNI relative to the three primary categories of CPNI within Encartele's business.

**CORRECTIONAL FACILITIES**

1. A correctional facility that is under contract with Encartele for inmate telecommunications service has access to CPNI that is specific to the correctional facility.
2. Access to this information is provided via a password protected web portal, which allows the correctional facility access.
3. The call detail information provided to the correctional facility is utilized solely for investigation purposes.

**BILLING CUSTOMERS**

1. CPNI will only be released to billing customers through a written request from the billing customer of record.
2. When a written CPNI request has been received, Encartele will place a call to the telephone number of record for the billing customer making the request.
3. The billing customer making the request must then verbally verify the request from the telephone number of record.
4. Once verification has been obtained, Encartele will mail the specific CPNI information to the billing customer.

**INMATES**

1. No CPNI will be released to any inmate at any correctional institution.